

Citizens Advice St Albans District Appointment Policy

Review dates:	Management Team July 2023
Review frequency:	Annual
Next reviews:	July 2024
Intranet status: (formerly BMIS)	Section 3: Useful but not mandatory "you may find these policies useful but you're not required to have them."
The SSC decided in July 2022 that this policy is operational and should therefore be reviewed annually by the Management Team.	

Citizens Advice St Albans District

Appointment Policy

As an advice charity, we aim to use our resources to provide a high-quality service to as many people as we can. Although we help high numbers there are sadly always more people needing help than we can reach. We can help many people without the need for an appointment as clients may take away information and be able to help themselves. When we do make appointments, we want to make sure they are well-used.

When clients miss appointments without giving us notice, it can have a serious impact on the service because that appointment is unfilled. This reduces the number of clients that we can see and prevents us from helping more people. For that reason, we have the following policy to deal with appointment problems.

If you are going to be late or will not be available for your appointment

If you are going to be late or will not be available please telephone **01727 811 118** as soon as you can.

1 - 10 minutes late

Please let us know as soon as you can that you are going to be slightly late – we will try to keep your appointment open so that you still speak to an adviser.

10 - 15 minutes late

If you arrive/take our call more than 10 minutes after the time agreed it may be that the adviser cannot help you because we will have given your appointment to someone else. It will depend very much on the circumstances of that particular day.

15 - 45 minutes late

If you arrive/take the call more than 15 minutes after the time agreed we will have assumed that you are not available for your appointment. Also, because other clients will be scheduled to be seen, it is unlikely that we will be able to advise you and you will need to contact us to discuss the options.

If you are not available for your appointment

If you are not able to attend your appointment or will not be available when we are due to call, please telephone 01727 811 118 as soon as you can. This will allow us to give your appointment time to someone else.

If it is your first cancelled appointment then we will try and give you another appointment as soon as possible.

If you miss ONE appointment

We understand that life can be complicated and that unforeseen circumstances do arise.

If you are going to miss a single appointment please let us know and we will try to reschedule another one as soon as we can.

Please note that it could be several weeks before another appointment is available. This is one of the reasons that we advise all clients to attend their appointments, especially if their problem is urgent.

If you do not contact us to let us know that you are not available, we will record this on our computer system and assume that you no longer need our help.

If you miss TWO OR MORE appointments

If you have already missed one appointment we hope that you will make every effort to attend a second appointment, or take the call. If you are unavailable for your second appointment then we will assume that you no longer need our help.

Unless there are exceptional circumstances, if you subsequently contact us, it is unlikely that we will be able to offer you another appointment. You would need to call us or access our drop-in service again. Alternatively, you might find it more convenient to seek advice from another organisation.

If you miss THREE OR MORE appointments, or repeatedly refuse our advice

If you repeatedly fail to attend our appointments or take scheduled calls, or if you continually ignore the advice that we have given, then we may decline to provide you with our service. This will only be done in the most serious of circumstances and we will always notify you in writing if we intend to do this.

If Citizens Advice St Albans need to reschedule your appointment

Whilst we make every effort to ensure that you are seen when your appointment is scheduled, there *are* occasions when we may need to reschedule your appointment because a volunteer or member of staff is ill, or due to circumstances beyond our control.

If we need to reschedule your appointment we undertake to:

- Contact you as soon as we become aware of the problem. We will always try to telephone you to let you know that there is a problem. This is why it is so important to leave us a telephone number or an alternative way of getting a message to you.

- If we cannot reach you by telephone, we will leave a voicemail explaining that there is a problem, with a request that you contact us on 01727 811 118 to rearrange your appointment. We may send another appointment to ensure you get the earliest possible slot. We will ask you to contact us if this is not convenient.
- If we haven't heard from you by the end of the day, and if there is enough notice, we will notify you in writing of the need to reschedule. However, in some instances this may not be possible, as the problem may have arisen at very short notice for example, if a volunteer has called in sick that morning.
- If we need to reschedule, we will try to offer you another appointment at the same location or of the same type, or one elsewhere if urgency dictates that this is necessary.

We appreciate that your problem may be very urgent and that you may have nowhere else to turn to – for that reason we apologise for any inconvenience that rescheduling your appointment causes you.

Comments, suggestions and complaints

If you have any feedback about our service or our appointments policy, we want to hear it. Sometimes you may be very happy with the service. Sometimes you may not be happy or you may be very unhappy with our service. However, unless you tell us, it is often difficult for us to know.

If you have any comments, suggestions or complaints, then **please** write to us. This allows us to consider your feedback in detail and we will respond to you in writing. We will always try to resolve the issue to your satisfaction if we can – if we are able to, we will try to change the aspect of the service that you are unhappy with, or try to find another solution for you.

If you have problems writing or communicating any feedback, please come to our walk-in service and we will arrange for someone to take details of your feedback for further action.